

What has the FAA Learned About the English Proficiency Problem Around the World ?

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Answer:

The FAA has been reviewing a broad range of aviation-related materials that document different types of communication errors, to include those errors that are language-based (i.e. issues with terminology, phraseology, and English language proficiency). Included in the review are samples of taped international communications from France, Italy, China, Russia, and Spanish speaking cockpit crew and ground crew in the United States. The FAA is laying out an approach to identify training and evaluation issues associated with English language-based communication errors in the aviation community.

BACKGROUND FOR WITNESS INFORMATION ONLY

The Chief Scientific and Technical Advisor for Human Factors (AAR-100) has the lead. Meetings have been conducted with Air Traffic Services (ATS) and the International Division. This group is identifying potential members of a government/industry/academia working group and examining research options. A draft plan of training research activities is under review.